

Request for Proposals

for

PUBLIC SAFETY RADIO DISPATCH CONSOLE SYSTEM

submitted to:



Erie County, New York

May 2005



L. Robert Kimball & Associates
Architects and Engineers

EBENSBURG, PENNSYLVANIA CORAOPOLIS, PENNSYLVANIA PITTSBURGH, PENNSYLVANIA HARRISBURG, PENNSYLVANIA PHILADELPHIA, PENNSYLVANIA
STATE COLLEGE, PENNSYLVANIA WEST CHESTER, PENNSYLVANIA WASHINGTON, D.C. MELBOURNE, FLORIDA TRENTON, NEW JERSEY
ROCHESTER, NEW YORK DURHAM, NORTH CAROLINA RICHMOND, VIRGINIA VIENNA, VIRGINIA CHARLESTON, WEST VIRGINIA

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Request for Proposal
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1. SUBMISSION INSTRUCTIONS

Responses must be received by 10:00 AM Eastern Standard Time, July 29, 2005.

Responses will be received by the Department of Central Police Services. Late responses will not be accepted. FAX responses will not be accepted. Responses must be submitted in a sealed envelope to:

County of Erie
Department of Central Police Services
Attention: Kevin Comerford
95 Franklin Street, Room 230
Buffalo, New York 14202-3967

NOTE: Lower left hand corner of envelope MUST indicate the following:

FOR: Public Safety Radio Console Dispatch System

The envelope will be time stamped in reception upon delivery/submission.

Contractor Name: _____

Contractor Address: _____

Contractor Contact Name: _____

Contact Phone: _____

Contact E-mail: _____

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2. NON-COLLUSIVE RESPONDING CERTIFICATION

By submission of this response, each responder and each person signing on behalf of any responder certifies, and in the case of a joint response each party thereto certifies as to its own organization, under penalty of perjury, that to the best of his knowledge and belief:

- 1) The prices in this response have been arrived at independently without collusion, consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other responder or any competitor;
- 2) Unless otherwise required by law, the prices which have been quoted in this response have not been knowingly disclosed by the responder and will not knowingly be disclosed by the responder prior to opening, directly or indirectly, to any other responder or to any competitor; and
- 3) No attempt has been made or will be made by the responder to induce any other person, partnership or corporation to submit or not to submit a response for the purpose of restricting competition.

NOTICE

(Penal Law, Section 210.45)

IT IS A CRIME, PUNISHABLE AS A CLASS A MISDEMEANOR UNDER THE LAWS OF THE STATE OF NEW YORK, FOR A PERSON, IN AND BY A WRITTEN INSTRUMENT, TO KNOWINGLY MAKE A FALSE STATEMENT, OR TO MAKE A FALSE STATEMENT, OR TO MAKE A STATEMENT WHICH SUCH PERSON DOES NOT BELIEVE TO BE TRUE.

RESPONSE NOT ACCEPTABLE WITHOUT THE FOLLOWING CERTIFICATION:

Affirmed under penalty of perjury this _____ day of _____, 2 _____

FIRM NAME _____

ADDRESS _____

_____ ZIP _____

AUTHORIZED SIGNATURE _____

PRINTED NAME OF AUTHORIZED SIGNER _____

TITLE _____ TELEPHONE NO. _____

3. OVERVIEW

Purpose of Erie County (herein the “County”) RFP

The County desires to obtain a high quality, comprehensive public safety radio console dispatch system to be installed in a new Public Safety Campus located in Buffalo, NY.

Services are to include but are not to be limited to: hardware, software, installation, training and other ancillary services as described in the accompanying:

Public Safety Radio Console Dispatch System Request for Proposal

Responses will be evaluated on the basis of the “Total Overall Best Value to the County.”

Project Manager

Kevin Comerford
Erie County Department of Central Police Services
95 Franklin Street, Suite 230
Buffalo, New York 14202
Phone 716-858-7483
Fax 716-858-6039

You may obtain this RFP electronically upon request to the project manager.

Mandatory Bidder Conference

- A. A mandatory bidder’s conference, 2 people maximum, will be held on **July 11, 2005** at 10:00 am EST in the Rath Building, 2nd Floor, Central Police Services Conference Room.
- B. Please RSVP to the Project Manager.
- C. Any vendor who intends to submit a proposal must attend the bidder conference.
- D. All bidders are encouraged to submit questions in writing by 2:00pm EST on July 1, 2005.
- E. Proposals will not be accepted from vendors that do not attend the conference.

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Questions

- A. All questions must be submitted in writing to the project manager by July 7, 2005, 4:00pm EST.
- B. All questions and answers will be shared via e-mail to all vendors who express the intention to submit a proposal at the mandatory bidder conference.

4. SERVICE TERMS AND CONDITIONS

Liaison with the County

- A. Contractor shall designate a representative to maintain liaison with the County in order to provide for the proper performance of its contractual obligations hereunder.
- B. Attend meetings with County representative in order to assess the contractual relationship, identify and resolve on-going issues and problems, if any.
- C. Receive materials and/or attend weekly Erie County "Change Management" meeting to receive advance notice of scheduled changes.
- D. Provide the County with at least twelve (12) months notice of its intent to discontinue support for any hardware and/or software products.
- E. Cooperate with any other vendor retained by the County.
- F. The Contractor shall provide its own secretarial support. The County will not provide any such support or associated materials.
- G. The Contractor will maintain continuity of the Erie County Contractor Team staff throughout the course of the service. Changes in the team staff will have to be approved by the County.
- H. At the culmination of the service term, all documentation in hard copy and in diskette/electronic format and other documentation which the County offered to the Contractor to assist in its efforts and/or which was prepared by the Contractor in the course of the performance of its duties hereunder will be turned over to the County.
- I. Provide an "800" or other toll free Telephone Number 24-hours per day, 365 days per year, for all EHD calls and/or questions.

County Responsibilities

- A. County will assign a staff member and alternates to act as the liaison for the agency and as a primary contact for the Contractor. The County contact will respond to all technical and analytical questions from the Contractor.
- B. County will provide the Contractor Team with available documentation and other information which will assist the Contractor in its performance of its duties hereunder.
- C. Erie County Escalation List.

Termination

The County reserves the right to not award and/or contract or terminate this contract at anytime either prior to award or after award as follows:

- A. Awarded, but not contracted. At any time, without cause. In such event, appropriate written notice will be given to the awarded vendor(s).
- B. Post Award. The County may terminate the Contract on 30 days notice in writing whenever, in its judgment, such action is required in the best interest of the County, by delivering to Contractor, a notice of termination specifying the extent to which performance of work under this contract is terminated and the date upon which such termination becomes effective. Upon receipt of the notice of termination, Contractor shall act promptly to minimize the expenses resulting from such termination. The County shall pay Contractor the costs actually incurred up to the effective date of such termination based on contractual rates in effect at such time.
- C. In the event of early termination: The Contractor will be paid for the portion of the services completed and accepted by the County prior to termination based on the total cost/price for that service deliverable.

Billing and Payments

- A. Each payment from the County shall be due thirty (30) days from the invoice date. During this 30-day period the County may audit the invoice submitted by Contractor.
- B. Contractor's invoice shall separately state fees and charges applicable to any requested modifications. Any changes occurring after the 1st of the month shall be applied as of the 1st of the following month.
- C. Any credits due under this Contract, whether from billing adjustments, changes in coverage, price reductions, chargebacks, or any other reason, shall be in the form of a credit on the next month's billing. Under such circumstances, when the application of credit has no value to the County, such credit shall be paid in cash to the County.

Insurance & Indemnification

- A. Contractor hereby agrees to indemnify and save harmless the County from suits, actions, claims, damages, and costs brought by third parties for damages and costs relating to personal injury or tangible property damage arising out of and to the extent caused by the negligence or wrongful misconduct of Contractor's employees or agent.
- B. Contractor shall carry and document, at the request of the County, Worker's Compensation insurance for all employees engaged in the provision of services under this agreement.
- C. Contractor shall, at its own cost and expense, obtain and maintain in full force and effect, with sound and reputable insurers, during the term of this Agreement and prior to the commencement of work, insurance coverage.

- D. Each such policy shall be documented to the County within five (5) days of the final approval of this Agreement and the County shall receive thirty (30) days advance written notice in the event of cancellation or material change in such policy.

Security and Confidentiality

- A. The Contractor shall at all times comply with all security regulations in effect at the County premises, or any premises assigned, and externally for materials belonging to the County. Contractor and County shall take appropriate action with respect to their employees to insure that the obligations of non-use and non-disclosure of confidential information under this Contract can be fully satisfied.
- B. Contractor shall maintain the confidentiality of County and third party confidential and proprietary information. Unless otherwise specified by County in writing, all information related to County operations, including but not limited to information such as data, programs, program logic, and documentation, disclosed during term of this contract shall be treated as confidential. However, Contractor shall not be required to keep confidential any such confidential material which is publicly available without fault on its part, independently developed by Contractor, disclosed by the County to third parties without similar restrictions, or otherwise obtained under the Freedom of Information Act or other applicable New York State Laws and Regulations. Contractor shall require all staff providing service under this contract to sign a written statement binding themselves not to disclose to and to use it only on the performance of this contract.
- C. Contractor shall release County confidential information only to contractor employees who have signed a written agreement binding them not to disclose it and to use it only in the performance of this contract. Contractor shall be fully responsible to the County for failure by persons either directly or indirectly employed by it in the performance of services under this contract to maintain confidentiality as required herein.
- D. County will keep in confidence and protect contractor Proprietary Information from disclosure to third parties and restrict its use as provided in this agreement. County acknowledges that unauthorized disclosure of proprietary Information may cause substantial economic loss to contractor or its licensors. All materials containing Proprietary Information will be marked by the contractor with "Proprietary", "Confidential", or in a manner which gives notice of its proprietary nature.
- E. Upon termination or cancellation of any license granted under this agreement, County will destroy (and, in writing, certify destruction) or return to contractor all copies of the Software license which has been terminated or cancelled and any other related Proprietary Information in County's possession (including Proprietary Information incorporated on other software or writings).
- F. Any ideas, concepts, know-how, data processing techniques, software, documentation, diagrams, schematics or blueprints developed by contractor personnel (alone or jointly with County) in connection with Information Services provided to County will be the exclusive property of the County. Contractor grants to County a non-exclusive, royalty-free license to use any of the foregoing in accordance with the terms of this agreement.

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- G. County acknowledges that all specified support materials provided by the contractor, including without limitation, diagnostic software, are the property of and include Proprietary Information of Contractor.
- H. County will inform its employees of their obligations under this Section and instruct them so as to insure such obligations are met.

Contract/Proposal Specifics

- A. The Contractor's Proposal for the public safety radio console dispatch system will be composed and presented in the following format and order:
 - 1. Proposal Cover Letter
 - 2. Title Page and Table of Contents - A Proposal must include a table of contents with page numbers covering all parts including exhibits and addenda, with sufficient detail to facilitate easy reference to all requested information.
 - 3. Service Scope Overview
 - 4. Work Approach Narrative – The work approach narrative shall describe the methods and means the responder intends to implement for delivery of high quality and reliable services hereunder. Without limiting the generality of the foregoing, responder shall address each item of the Evaluation Criteria and identify:
 - a. proposed staff to be assigned to the service including number(s) of technicians, supervisory staff, etc.; where staff will be based; software certifications, etc.;
 - b. transition plan to accomplish a smooth transition from the services provided by the existing County staffed helpdesk, etc.;
 - 5. Cost Worksheets
 - Presentation of Cost Information: The Bidder should follow the following guidelines for all cost information:
 - a. The Bidder should quote all costs for its Proposal (including fees for licenses, maintenance, support, consultation, training, customization, software installation, etc.) on a single, consolidated set of cost sheets that are clearly identified as "Costs for Proposed Solution."
 - b. Quote individual prices for all individual components in the proposed solution, including separate prices for any levels of customization that are proposed.
 - c. Quote alternatives to individual pricing, such as bundled pricing or volume pricing, if offered by the Bidder.
 - d. Provide both standard commercial prices and standard government prices with applicable discount amount for all items, in addition to the prices quoted.
 - e. Structure the worksheets so that the prices of essential items are totaled separately from optional items in the proposed solution.
 - f. Structure the worksheets so that costs for separate phases of implementation are shown separately (if a multi-phase implementation is proposed).
 - g. Quote out-of-scope rates.

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6. Exceptions.
 - a. The Bidder shall clearly describe any and all deviations in its Proposal from the functional requirements stated in this RFP and also describe any product enhancements that could be made by the Bidder to satisfy those requirements.
 - b. General Exceptions. The Bidder shall also clearly state its objections, exceptions, or Alternatives to the general (non-technical) requirements stated in this RFP. These responses must be presented together in a separate document. If the Bidder has no general exceptions to present, this fact should be stated in the Proposal.
 - c. The County will not consider the submission of the Bidder's standard software license and Maintenance agreements to be a presentation of exceptions. Every exception must be stated as such in the document mentioned above.
 - d. The bidder shall clearly identify any and all deviations, required product enhancements, and other differences that exist between the bidder's proposal and the requirements of this RFP.
7. Agreements to be incorporated.

If the bidder requires that a software license and/or software support agreement be included in the contract, and if the bidder provides source code under an escrow agreement, the bidder should prepare such agreements in accordance with the provisions of this RFP and include them with the proposal.
8. Statement of Qualifications - The Contractor's Proposal will include a statement of qualifications for each staff member recommended for this service. The statement will be referenced to verify that the staff has met the minimum requirements requested. The Contractor will include a Contractor Technical Skill Matrix, as a means of facilitating the evaluation process.
9. RFP completed forms: Submission Instruction form, Non-Collusive Responding Certification & Legal Status form.
- B. This Proposal must satisfy all the requirements cited in this RFP. The Proposal is subject to outright rejection from further consideration if the Proposal is unsatisfactory in the judgment of the County.
- C. The Contract is targeted to commence upon award, approval by the Erie County Legislature and contract finalization by the County. This date is estimated to be mid September 2005.
- D. Work performed beyond the scope of this Contract as defined by this Service Definition without prior approval from the County will not be compensated. Include rates for approved out-of-scope work.

Date/Time Warranty

Contractor warrants that Product(s) furnished pursuant to this Contract shall, when used in accordance with the Product documentation, be able to accurately process date/time data (including, but not limited to, calculating, comparing, and sequencing) transitions, including leap year calculations. Where a Contractor proposes or an acquisition requires that specific Products must perform as a package or system, this warranty shall apply to the Products as a system.

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Where Contractor is providing ongoing services, including but not limited to: i) consulting, integration, code or date conversion, ii) maintenance or support services, iii) data entry or processing, or iv) contract administration services (e.g. billing, invoicing, claim processing), Contractor warrants that services shall be provided in an accurate and timely manner without interruption, failure or error due to the inaccuracy of Contractor's business operations in processing date/time data (including, but not limited to, calculating comparing, and sequencing) various date/time transitions, including leap year calculations. Contractor shall be responsible for damages resulting from any delays, errors or untimely performances resulting therefrom, including but not limited to the failure or untimely performance of such services.

This Date/Time Warranty shall survive beyond termination or expiration of this contract through: a) ninety (90) days or b) the Contractor's or Product manufacturer/developer stated date/time warranty term, whichever is longer. Nothing in this warranty statement shall be construed to limit any rights or remedies otherwise available under this Contract for breach of warranty.

5. EVALUATION AND SELECTION

- A. The evaluation of the written proposals may require any of the following methods of clarification and validation: telephone, e-mail, mail, etc., correspondence with authorized Contractor representatives.
 - 1. A proposal shall be deemed unacceptable if it fails to meet the minimum proposal criteria. Unacceptable responses will not be evaluated or ranked.
 - 2. The County reserves the right to reject all responses and/or to award all or part of this RFP.
 - 3. The County will select a committee of representatives from Law Enforcement, Fire Services, and Emergency Services to evaluate and make the final selection.

- B. Material Exceptions

Any exceptions raised during the response process will be evaluated to determine if they are “material” changes from the service description. Any exception which would place the vendor raising the exception in a better, more advantageous position than other vendors will be deemed material, and the County has the right to ask the responder to either withdraw the exception or the County may reject the response.

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6. SCHEDULE OF EVENTS

Date	Time	Event
6/1/05		RFP sent to Vendors
06/17/05		RSVP to Project Manager
07/01/05	2:00 PM EST	Pre-Conference Questions Due
07/07/05	4:00 PM EST	Last Day for Questions
07/11/05	10:00 AM EST	Mandatory Bidder Conference
07/29/05	2:00 PM EST	RFP Response Due
08/10/05		Vendor Demonstrations
Late 8/05		Contract Award
09/05		Legislative Approval (tentative)
09/05		Contract Finalization (tentative)

7. GENERAL INSTRUCTIONS TO RESPONDERS

- A. RESPONSE SHALL include the requested documentation or response will not be considered. Response must be typed or printed in ink. Original autograph signatures in ink are required. Facsimile or rubber stamp signatures will not be accepted. ALL PAGES OF THIS RESPONSE DOCUMENT MUST BE RETURNED INTACT.
- B. LATE PROPOSALS. Any responses received in the Erie County Department of Central Police Services after the date and time prescribed will not be considered for contract award.
- C. EMERGENCY CLOSINGS. In the event of the closing of the Rath Building, 95 Franklin Street, and/or operations and/or services due to any flood, fire, fire drill, power failure, uncontrolled weather conditions or other cause beyond Erie County's control, an extension will be granted until the same time the next business day.
- D. ANY CHANGE IN WORDING OR INTERLINEATION BY A RESPONDER OF THE INQUIRY AS PUBLISHED BY THE COUNTY OF ERIE shall be reason to reject the proposal of such responder, or in the event that such change in the Invitation to Response is not discovered prior to entering into a contract, to void any contract entered into pursuant to such response.
- E. THE COUNTY RESERVES THE RIGHT TO REJECT any and all responses, to accept either in whole or in part any one response or combination of responses, as may be provided in the response specifications, or to waive any informality in responses. The County does not obligate itself to accept the lowest or any other proposal.
- F. CONTRACT(S) OR PURCHASE ORDER(S) WILL BE AWARDED after due consideration of the suitability of goods and/or services response to satisfy these specifications, the total cost of such goods and/or services including all cost elements, and the timeliness of the agreed upon delivery date.
- G. This EXECUTORY CLAUSE shall be a part of any agreement entered into pursuant to this response: IT IS UNDERSTOOD BY THE PARTIES THAT THIS AGREEMENT SHALL BE EXECUTORY ONLY TO THE EXTENT OF THE MONIES AVAILABLE TO THE COUNTY OF ERIE AND APPROPRIATED THEREFOR, AND NO LIABILITY ON ACCOUNT THEREOF SHALL BE INCURRED BY THE COUNTY BEYOND THE MONIES AVAILABLE AND APPROPRIATED FOR THE PURPOSE THEREOF.
- H. FAILURE TO MEET DELIVERY SCHEDULE as per accepted response may result in legal action by the County of Erie to recover damages.
- I. PRICES SHALL BE QUOTED F.O.B. DESTINATION AND DELIVERED INSIDE. "Tailgate delivery" will not be accepted unless specified by the County.
- J. COLLECT TRANSPORTATION CHARGES WILL NOT BE PAID BY THE COUNTY. All freight, cartage, rigging, postage or other transportation charges shall be prepaid and included in the response. There will be no additional charges for delivery.

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- K. NO TAXES ARE TO BE BILLED TO THE COUNTY. Responses shall not include any Federal, State, or local excise, sales, transportation, or other tax, unless Federal or State law specifically levies such tax on purchases made by a political subdivision. The County of Erie Purchase Order is an exemption certificate. Any applicable taxes from which the County is not exempt shall be listed separately as cost elements, and added into the total net response.
- L. THE SUCCESSFUL RESPONDER shall comply with all laws, rules, regulations and ordinances of the Federal Government, the State of New York and any other political subdivision of regulatory body, which may apply to its performance under this contract.
- M. GRATUITIES, ILLEGAL OR IMPROPER SCHEMES. The County may terminate this agreement if it is determined that gratuities in the form of entertainment, gifts or otherwise were offered or given by a vendor, his agent or representative to any County official or employee with a view towards securing favorable treatment with respect to the awarding of this response or the performance of this agreement. The County may also terminate this agreement if it is determined that the successful responder engaged in any other illegal or improper scheme promotive of favoritism or unfairness incidental to the responding process or the performance of this agreement. In the event that it is determined that said improper or illegal acts occurred, the County shall be entitled to terminate this agreement and/or exercise any other remedy available to it under existing law.
- N. INSURANCE shall be procured by the Successful Responder before commencing work, no later than 14 days after notice of award and maintained without interruption for the duration of the Contract, in the kinds and amounts specified in by the Division of Purchase, unless otherwise stipulated in these Response Specifications. IF THE INSURANCE IS NOT PROVIDED IN ACCEPTABLE FORM WITHIN THIS PERIOD OF TIME, THEN THE DIRECTOR OF PURCHASE MAY DECLARE THE VENDOR NONRESPONSIVE.
- O. CERTIFICATES OF INSURANCE shall be furnished by the successful responder on Erie County Standard Insurance Certificate (available from the EC Division of Purchase).
- P. ANY CASH DISCOUNT which is part of response will be considered as a reduction in the response prices in determining the award of the response. Date of invoice must not precede date of delivery. The County policy is to pay all claims in a timely manner within the specified time. However, if for some reason payment is delayed, the County will take the discount when payment is made. The County will not pay any interest charges, nor refund discount amounts taken after the discount period. If this is unsatisfactory, please quote net.
- Q. CHANGES IN THE WORK. The County may, as the need arises, through the appropriate County personnel, order changes in the work through additions, deletions, or modifications without invalidating the contract. Compensation, as it may be affected by any change, shall be adjusted by agreement between the contractor and County.

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- R. RESPONSE OFFERING MATERIAL OTHER THAN THAT OF SPECIFIED MANUFACTURER OR TRADE NAME will be considered unless stated otherwise. The use of the name of a particular manufacturer, trade name, or brand in describing an item does not restrict a responder to that manufacturer or specific article. However, the substituted article on which a proposal is submitted must be of such character or quality that it would serve the purpose for which it is to be used equally well as the manufacturer or brand specified. Proposals will be accepted in accordance with specifications on file or approved equal.
- S. IF MATERIAL OR SERVICES OTHER THAN THOSE SPECIFIED IN THIS RESPONSE DOCUMENT ARE OFFERED, the responder must so state and furnish at the time of response opening, if so requested, and as part of his response the following information in duplicate:
1. Complete description of the item offered, and detailed explanation of the differences between the item specified and the item offered. If, in the opinion of the County, sufficient detail is not presented as a part of the sealed response to permit definitive evaluation of any substitute item, the response will not be considered.
 2. Descriptive literature of item offered, for evaluation.
 3. List of installations in Erie County of the item offered.
 4. List of other installations.
- T. ANY ADDITIONAL INFORMATION for which responder desires to add to the response shall be written on a separate sheet of paper, attached to and submitted with the formal sealed response.
- U. WORKMANSHIP MUST MEET WITH THE APPROVAL OF THE DEPARTMENT HEAD(S) INVOLVED, AND SHALL BE FIRST CLASS in every respect without exception and shall be equal to the best modern practices. Materials furnished are to be new and unused. All materials furnished or works performed are to be guaranteed free from defects. Anything found defective or not meeting specifications, no matter in what stage of completion may be rejected and shall be made good by the contractor at his own expense.
- V. CONTRACTOR SHALL CLEAN UP and remove all debris and rubbish resulting from the work and leave the premises broom clean to the approval of the department head.
- W. THIS RESPONSE IS FIRM AND IRREVOCABLE for a period of 60 days from the date and time of the response opening. If a contract is not awarded within the 60-day period, a responder to whom the response has not been awarded may withdraw his response by serving written notice of his intention to do so upon the Project Manager.
- X. PRICE CHARGED TO THE COUNTY OF ERIE is to be no higher than those offered to any other governmental or commercial consumer. If a responder has a New York State or a Federal GSA contract for any of the items covered in this response or any similar items, he shall so indicate that he has said contract on these response papers and automatically supply a copy of this contract within five days after notification of award.

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- Y. PRICE IS FIRM. The unit price response shall remain firm, and any other charges response shall also remain firm, for delivery of the equipment, material, work, or services described in this response. No cost increase shall be charged for any reason whatsoever.
- Z. EXTENSION OF PRICE PROTECTION. Any contract entered into pursuant to this response to supply the County's requirements of goods and/or services for a definite period of time, as stated in the attached specifications, may be extended for not more than two successive periods of equal length at the same response price upon the mutual agreement of the successful responder and the County. All extensions shall be submitted in writing and shall have prior approval by the County of Erie, Director of Purchase.
- AA. IN EXECUTING THIS RESPONSE, THE RESPONDER AFFIRMS that all of the requirements of the specifications are understood and accepted by the responder, and that the prices quoted include all required materials and services. The undersigned has checked all of the response figures, and understands that the County will not be responsible for any errors or omissions on the part of the undersigned in preparing this response. Mistakes or errors in the estimates, calculations or preparation of the response shall not be grounds for the withdrawal or correction of the response or response security. In case of error in extension of prices in the response, the unit price will govern.
- BB. COSTS OF PROPOSAL - The County is not liable for any costs incurred by a responder or potential responder in making a Proposal. Responders are responsible for all costs related to a Proposal, including the cost of attending meetings such as a bidder's conference or making presentations.
- CC. LOW BALL SUBMITTALS - The County shall enter into an agreement only after it has determined that prices to be paid are reasonable. The County reserves the right to have a Responder provide additional documentation supporting the responders pricing and the responder's ability to meet the responsibilities stated in the RFP.
- DD. ACCOUNTABILITY. The undersigned shall be fully accountable for his or its performance under this response, or any contract entered into pursuant to this response, and agrees that he, or its officers, will answer under oath all questions relevant to the performance thereof and to any transaction, act or omission had, done or omitted in connection therewith if called before any Judicial, County or State officer or agency empowered to investigate the contract or his performance.
- EE. TERMINATION OF CONTRACT:
1. This agreement may be terminated by either party upon thirty (30) days written notice, should the party fail substantially to perform in accordance with its terms, through no fault of the party initiating the termination.
 2. At its option, the County may at any time for any reason terminate this agreement and the Contractor shall immediately cease all work under the agreement upon receipt of written notice of such termination from the County.

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In the event of termination for any reason other than the fault of the Contractor, or the unavailability of funds as provided in the above Executory Clause, the Contractor shall be paid the amount due to date of termination, and all reasonable expenses caused by such termination.

8. LEGAL STATUS

To facilitate correct drawing and execution of contract, responder shall supply full information concerning legal status:

FIRM NAME

ADDRESS OF PRINCIPAL OFFICE

STREET _____

CITY _____

AREA CODE _____ PHONE _____ STATE _____ ZIP _____

Check one: CORPORATION _____ PARTNERSHIP _____ INDIVIDUAL _____

INCORPORATED UNDER THE LAWS OF THE STATE OF

If foreign corporation, state if authorized to do business in the State of New York:

YES _____ NO _____

TRADE NAMES: _____

ADDRESS OF LOCAL OFFICE

STREET _____

CITY _____

AREA CODE _____ PHONE _____ STATE _____ ZIP _____

NAMES AND ADDRESSES OF PARTNERS:

9. INTRODUCTION

It is the desire of Erie County, New York to consolidate the existing dispatch operation of City of Buffalo Fire, City of Buffalo Police, Erie County Emergency Medical Services (E.M.S.), and Erie County Sheriff Department. Currently, each agency has a separate dispatch operation for four locations with disparate conventional radio systems, signaling systems, and functional requirements. Erie County Central Police Services CPS does not provide a dispatch service, but does provide 911 call taking and data support to police agencies. CPS is the fifth agency that will be included in this consolidation.

The goal of this project is to consolidate dispatch operations into a new Public Safety Campus PSC with new console electronics, while maintaining the console functionality that currently exist at the four dispatch locations.

It is anticipated that the County will be migrating to the New York State Wireless Network System. It has been indicated that this system will be the Open Sky product by MA-Com. This console will support the current requirements for disparate radio systems and also future integration to the new 800 MHz radio network. The successful vendor will explain, in detail, the process to add the New York State Wireless Network System to the console, and all of the Open Sky features that the proposed console will support, and, if necessary, those features that proposed console will not support.

A sixth dispatch agency has shown interest in co-locating Public Safety Campus PSC. If this occurs, it will require console capacity. It is anticipated that 5 dispatch positions will be required with (12) 4-wire channels and 30 AUX I/O for remote receiver control. The pricing section requires separate pricing for agency cost accounting. This user would be included in a migration to the anticipated New York State Wireless Network System, and subject to required detail and process of Open Sky integration.

There is an interest in providing desktop tone remote capability from Supervisor Offices in the new PSC. Optional pricing for up to eight multi-line and multi-frequency desktop remotes will be required.

Console furniture has been excluded from this request for proposal and will be procured separately.

A quantity of 14 operator positions will be proposed in the standard requirement, with optional pricing provided to add up to 11 additional consoles. Each pricing for the additional consoles will be provided.

A direct T-1 interface to the console electronics, without the need for analog-to-digital channel banks is desired. Exceptions to direct T-1 interface will be considered. The exception will include an interim plan, with timeline, using channel banks with an explanation of how, and when, the vendor will achieve the desired result of direct T-1 interface to console electronics. If an interim plan is selected, the County will not incur any additional cost to achieve the desired direct T-1 connection.

The capability of direct interface to the pending New York State Wireless System is desired.

Connectivity from the new Public Safety Campus (PSC) will be through a combination of house cables, leased telco, fiber and microwave. The successful vendor will not be responsible for providing connectivity in this request for proposal; connectivity will be procured separately. The successful vendor will be responsible for connecting to, and working with other parties, to resolve any connectivity issues.

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The successful vendor will provide connectivity from the central console electronics to local dispatch operator positions. A detailed drawing of local connectivity requirements with specific cable requirements is required. Remote dispatch locations have not yet been identified, vendor connectivity requirements for one (1) remote dispatch operator position is required, this information will be used in the County's decision process of selecting a remote location.

As commonly found in disparate radio dispatching systems, throughout the years special non-standard devices have been manufactured to accommodate special dispatch needs. Efforts have been made to define these special dispatch needs to insure continuity between existing console equipment and the new console equipment.

A special device was created to decode Quick Call I. Motorola Series Z, 2+2 paging off of the balanced 600 ohm audio control line of the County Lowband Fire base stations. Upon receiving a defined code, the console will provide an audible alarm and unmute audio at the console operator position. The successful vendor will be required to maintain this functionality by decoding the audio locally at the console electronics and provide the mute/unmute functionality, or by relocating the existing mute/unmute device at the Public Safety Campus and provide functionality. These devices are identified in Appendix A.

Buffalo Fire and Police

Special consideration must be given to existing signaling formats throughout the County. Full function Motorola MDC1200 is being used at Buffalo Fire and Buffalo Police on all of the existing radio channels. The new console must be capable of providing unit ID aliasing on the console display. Additionally, all MDC encode and decode functionality must be supported in the proposed console. A stand alone decoder/encoder, separate from the operator audio control, at the operator position is not acceptable.

Remote Administrative access of the new console is required. Buffalo Fire is responsible for the Administration of MDC1200 Aliasing for Buffalo Fire and Police mobile and portable units. Buffalo Fire maintains the MDC1200 Alias database.

It will be the responsibility of the successful vendor to translate the existing MDC Alias database into the new console. At the time of installation, Buffalo Fire will provide a hardcopy of the most recent MDC1200 Alias Database.

All base station equipment at Buffalo Fire and Buffalo Police is tone remote controlled.

Motorola Spectra TAC Voting receivers are used throughout the City of Buffalo on the Fire and Police systems. The comparators are located at Buffalo Fire and Buffalo Police. Operational control of comparator equipment is the responsibility of the Buffalo Fire Department, in that they are responsible for manually disabling/enabling signal control modules.

Buffalo Fire Department maintains the Police and Fire Comparator equipment. Console control of the knock-down function of comparator equipment will be required. Buffalo currently provides a switch from the console to knock-down the comparator. The successful vendor will be required to maintain this functionality. Buffalo Fire Radio Maintenance will provide copper pairs from the Public Safety Campus to the Buffalo Fire Facility over a house cable and make the necessary knock-down connections to the Comparator.

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The existing configuration of the comparators provides a manual switch from main transmitters to back-up transmitters located at Delaware Park. Per Appendix A, there currently exist one comparator per channel, with dispatcher control of the transmit path. When a back-up transmitter is selected by a dispatcher, a DPDT relay steers the voted audio to the back-up, or main, transmitter. The successful vendor will be required to provide a switched output from the console and suitable audio relays at the Comparator located at Buffalo Fire. Buffalo Fire Radio Maintenance will provide copper pairs from the Public Safety Campus to the Buffalo Fire Facility over a house cable and connect from the vendor supplied DPDT relay to the comparator.

Buffalo Fire currently houses an audio amplifier at the Buffalo Fire Alarm Office that runs to all of the City Fire Houses to provide overhead voice announcements. The proposed console will provide an audio path from the console to the Alarm Office amplifier. The console will require an audio channel and switched output to act as push-to-talk PTT function. Buffalo Fire Radio Shop will make the connections to the amplifier at the Alarm Office.

Buffalo Fire currently uses an alert tone which precedes an actual call to indicate the type of call. This is achieved with an external custom tone generator device which is interfaced to the existing Motorola console. The Motorola console provides a switched aux I/O for the respective call type.

For example: Regular alert tone is provided internally from the Motorola console.
An aux I/O is provided externally, and provide a custom alert for:

- 2 beeps - EMS call
- 3 beeps – Fire call
- 3 long beeps – Alarm of Fire Call
- 4 beeps – Hazmat Call

The Motorola Console provides a warble tone for other alerting purposes.

The successful vendor will be responsible for interfacing the existing custom tone device to the new console.

Erie County Sheriff Department

Erie County Sheriff Department is currently decoding GE Star format, on their Channels 1 through 4; this functionality must be provided on the operator display of the new console. A stand alone decoder, separate from the operator audio control, at the operator position is not acceptable.

The control of back-up repeaters is currently accomplished by encoding DTMF from a Zetron Model 25 encoder at the dispatch console. DTMF encoding from the proposed console equipment is required.

DC control is still in use at the Sheriff's Department, the County Radio Shop will be responsible for adding tone remote adapters to the existing DC controlled equipment. Upon completion, the equipment

will be both DC and tone control capable. DC control will have to be maintained to support existing console and remotes. The proposed console will be tone control on all channels.

The proposed console will be capable of generating all tone remote control tones to support the Gaitronics ITA2000S scanning tone remote adapter.

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Erie County Emergency Medical Services E.M.S.

Erie County E.M.S is located at Erie County Medical Center ECMC. Erie County E.M.S provides medical command and EMS dispatch for Erie County.

Erie County E.M.S plans to monitor a mutual aid channel with Canadian E.M.S. and Emergency Management agencies. The proposed console will require this functionality to decode either DTMF or Quick Call (Two Tone) formats. The format has not yet been determined; however, upon decode, the console must unmute receiver audio and provide a visual and audible alert at the operator position. A stand alone alerting device, separate from the operator audio control, at the operator position is not acceptable.

The dispatch staff needs to know if there is hospital staff in the telemedicine room at the Erie County Medical Center ECMC. There is a light switch on the wall that is flipped when medical staff enters the room for telemedicine activities. A light is currently being illuminated in the dispatch room at ECMC to advise the M.E.R.S. Coordinators. This function will be required at the new Public Safety Campus PSC, when the M.E.R.S. Coordinators are relocated from ECMC to the new Public Safety Campus. The proposed console must support this function by providing a status indicator at the operator position. Connectivity between PSC and ECMC will be provided by others, the County Radio Shop will be responsible for interface to the status light at ECMC.

The existing Motorola CentraCom Series console has a phone patch feature. The proposed console will require this functionality with capabilities for 2 telephone lines.

Per Appendix A, please note those base stations with multiple frequencies.

Erie County E.M.S utilizes 2805 Pulse encoding and DTMF from the console to alert hospitals. The proposed console will support this feature.

DC control is still in use at Erie County E.M.S; the County Radio shop will be responsible for adding tone remote adapters to the existing DC controlled equipment. Upon completion, the equipment will be both DC and tone control capable. DC control will have to be maintained to support existing console and remotes. The proposed console will be tone control on all channels.

The proposed console will be capable of generating all tone remote control tones to support the Gaitronics ITA2000S scanning tone remote adapter.

10. SECTION 17550 - RADIO DISPATCH CONSOLE SYSTEM

PART 1 - GENERAL

1.1 RELATED DOCUMENT

- A. Drawings and general provisions of the Contract, including General and Supplementary Conditions, apply to this Section.

1.2 SUMMARY

- A. This Section provides specifications and requirements for a high capacity radio dispatch console system using LCD graphic monitors for access and control of conventional radio channels, paging channels, telephones, and other circuits and controls as described herein.

1. Dispatch consoles shall be provided that integrate the following functions, to the greatest extent possible:
 - a. Radio dispatch – conventional
 - b. Telephony functions – E911 and administrative
 - c. Paging control
 - d. Future integration with New York State Wireless System
2. Fully integrated, graphic based dispatch consoles shall be provided at the following locations:
 - a. Erie County Public Safety Campus
 - 1) Local consoles – 14 positions in the dispatch center
 - 2) Additional consoles – There is the possibility of the need for 11 Operator Positions.
 - 3) Remote Positions- The successful vendor will describe how remote operator positions could be added.
 - 4) The console controller and/or switch and related equipment shall be sized for expansion and shall provide a minimum of 20 additional radio channels interface cards.
 - 5) The vendor will provide each pricing for up to 16 additional operator positions beyond the required 14 operator positions.
 - 6) The vendor will describe connectivity requirements for remote operation.
3. Vendor shall fully describe specific equipment proposed to meet all requirements.
4. Owner desires an IP and PC application based console system. Systems with the capability of direct T-1 digital interface are desired. If an analog interface is proposed, it shall be proposed as an exception. Analog interface will be considered as an interim

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alternative to achieving direct T-1 digital interface, with the use of traditional channel bank hardware. The vendor shall supply a detailed product migration plan with timelines to achieve direct T-1 interface.

5. The vendor will provide a fault tolerant system and describe the design methods used to insure no single point of system failure.

1.3 DEFINITIONS

- A. FATP – Final Acceptance Test Plan
- B. CAD – Computer Aided Dispatch
- C. CTI - COMPUTER TELEPHONE INTEGRATION
- D. LCD - Liquid Crystal Display graphic display unit
- E. MCE – Master Control Equipment
- F. OPE – Operator Position Equipment
- G. RDCS – Radio Dispatch Console System
- H. PSC – Public Safety Campus 45 Elm Street, Buffalo, NY
- I. DTR—Desktop Tone Remote

1.4 SUBMITTALS

- A. General:
 1. All submittals shall be subject to review and approval by Owner.
 2. All submittals shall be provided in hard copy, paper format, and in electronic format on CD-ROM to the greatest practical extent.
 3. All hard copy, paper media submittals shall be appropriately bound separately or in 3 ring binders. Loose sheets are not acceptable.
 4. Each page shall be uniquely numbered.
 5. All submittals shall include a signed and dated cover letter or transmittal sheet fully describing the contents of the submittal.
- B. Proposal: The following information shall be submitted as part of the initial proposal:
 1. Product Data: Description literature, product cut sheets, etc.
 2. A list of 5 similar completed installations, including name and location of the system, a brief description, contact person, telephone number, etc.
 3. Bidders shall submit electrical load data for each individual component and summarized on an operator position basis.

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4. Warranties: Special warranties specified in this Section.
 5. System Block Diagram
 6. An Exceptions List of deviations (in materials, construction, and workmanship) from that specified in this section and that proposed by the Vendor in the system design. The Owner / Engineer will review this list and declare each item as either an approved exception, or as an item that the Vendor must correct.
 7. A preliminary work schedule and plan of implementation shall be submitted with the bid that addresses the following areas:
 - a. A schedule for work expressed in days of duration after receipt of notification to proceed. In scheduling, be sure to consider that this is a complete turnkey project.
 - b. A list of key personnel and equipment to be used to accomplish the work.
 - c. A plan for dealing with emergencies
 8. Preliminary ATP
 9. Training description
 10. Price sheets
- C. Final Design: The following information shall be submitted following contract award as part of the final design:
1. Equipment Lists
 2. Block and Level Diagrams
- D. System Delivery and Installation: The following information shall be submitted as equipment is delivered and installed:
1. User manual – one copy per unit plus three file copies delivered to Owner
 2. Installation manual – one copy to be kept at the installation site plus four file copies delivered to Owner
 3. Maintenance manual – one copy to be kept at the installation site plus four file copies delivered to Owner
 4. Software - All required software on each radio dispatching console, including the requisite number of installation disks, documentation and client licenses
 5. All programming cables and programming interface devices
 6. Bill of Materials – one copy per shipment plus three file copies delivered to owner
- E. System Acceptance and Commission: The following information shall be submitted upon completion of installation and prior to final acceptance and commissioning:
1. Five final and complete sets of as-built documentation, bound and containing all previous submitted manuals and materials including:
 - a. Documentation index
 - b. List of deliverables
 - c. Field Test Reports
 - d. Maintenance Data

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1.5 QUALITY ASSURANCE

- A. **Manufacturer Qualifications:** A firm experienced in manufacturing RDCS equipment and systems similar to that indicated for this Project and with a record of successful in-service performance.
- B. It is desired that equipment supplied by and similar to the equipment offered by the Vendor, and of similar application and scope, shall have been installed and in continuous satisfactory operation for not less than three years in at least five installations of similar size and complexity to this Project. Exceptions must be indicated.
- C. **Installer Qualifications:** An experienced installer who is an authorized representative of the equipment manufacturer for both installation and maintenance of units required for this Project.
- D. **Startup Personnel Qualifications:** Engage specially trained personnel who are directly employed by, or are factory trained and authorized representatives of, a manufacturer of RDCS.
- E. Proposed equipment shall meet or exceed industry standards for quality and reliability. All materials, parts, assemblies, etc. shall be new, and be free of corrosion, blemishes or other cosmetic defects. Design and construction shall be consistent with current best engineering practices, and shall be performed in a neat and craftsman like manner.
- F. **General Personnel Qualifications:** Personnel who will be engaged in this project may be subject to prerequisite criminal background checks at the County's discretion. Prior to commencing construction, the successful Vendor will be required to supply signed releases from employees and provide relevant information as necessary for criminal background investigations.
- G. Only new, unused equipment in current production, manufactured by a company with demonstrated experience in the communication field will be considered. The equipment offered shall be of the latest design in current production. Each proposal shall include a complete description of each item to be furnished including manufacturer, model number or other specification identification, descriptive literature and specification sheets. All equipment shall meet or exceed current standards of the EIA and rules and regulations of the FCC in addition to meeting or exceeding the specifications contained herein.
- H. **Source Limitations:** Obtain all primary RDCS components from the same manufacturer.
- I. **Comply with:**
 - 1. Federal Communications Commission (FCC) Rules, Part 15 and Part 101
 - 2. Institute of Electrical and Electronic Engineers (IEEE)
 - 3. American National Standards Institute (ANSI)
 - 4. Electronics Industry Association (EIA)
 - 5. Telecommunications Industry Association (TIA)
 - 6. Association of Public-Safety Communications Officials International, Inc. (APCO International, Inc.)

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- J. Governing Codes and Conflicts: If the requirements of this specification section or the associated Project Drawings conflict with those of the governing codes and regulations, then the more stringent of the two shall become applicable.

1.6 DELIVERY, STORAGE AND HANDLING

- A. All products shall be new, and brought to the job site in original manufacturer's packaging. Electrical components shall bear the Underwriter's Laboratories label.

1.7 COORDINATION

- A. The successful vendor will coordinate work activities with the Owner's Project Manager to insure timely integration into other project areas.

1.8 TRAINING

- A. The successful vendor shall provide, as an option, comprehensive Factory Training Programs for individuals, groups, and trainers (train-the-trainer). The course content shall include the following, as a minimum:
1. Vendor's documentation structure, numbering system and configuration control system
 2. Block diagram and circuit description - all units
 3. Installation and turn-on procedure
 4. Alignment and testing procedure
 5. Trouble diagnosis to unit level
 6. Unit replacement procedure
 7. Operating, safety, and traffic continuity procedures
 8. Maintenance
- B. Items 1 - 8 above shall be conducted with substantial hands-on involvement using equipment provided by the Vendor.

1.9 WARRANTY

- A. Warranty – First Year After Acceptance
1. The system described herein shall be the total responsibility of the Vendor prior to system acceptance, and for one year following final system acceptance, at no additional cost to the Owner.
 2. The warranty period shall begin on the date of Final Acceptance.
 3. System performance, and all hardware, parts and materials shall be warranted, including all related equipment labor, installation, handling, inspection, return and delivery charges and fees.
 4. All software and firmware associated with system features, functions, and capacity as required by this specification shall be warranted.

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5. All components of this system shall be free of any date sensitive issues (i.e. Year 2000 compliance). If the manufacturer, distributing vendor, or customer identifies any date-related problems, the equipment shall be repaired and/or replaced at the Vendor's expense.
6. During the installation and warranty periods, the Vendor shall provide, at no additional cost, commercially available upgrades of any and all software and firmware sold to the County as part of the turnkey installation. The frequency and timing of installation of upgrades during this period will be at the sole discretion of the County based on availability by the vendor. It will be the responsibility of the vendor to notify the County when upgrades will be available.
 - a. This covers only upgrades by the Vendor or Original Equipment Manufacturer or Original Software Vendor that are:
 - 1) Patches for defective software;
 - 2) New releases that are corrective revisions for earlier revisions and/or; No-cost enhancements to earlier releases
 - b. New software releases that contain enhancements (i.e. new features and capabilities) will be purchased at agreed upon prices.
 - c. The Vendor should make every effort to separate corrective revisions from enhancements. If the Vendor is unable to do so, and new releases are necessary to correct problem(s), then the entire release (including enhancements) shall be provided to the County at no additional expense.
7. A quantity of 5 of all back-up media and revised software manuals shall also be provided to the County at no extra cost at the time of any software revisions. If deemed necessary by the County, software upgrades shall be performed by the Vendor during evenings or weekends at no expense to the County.
8. All software releases for all program-controlled devices shall be brought to the same release level prior to the conclusion of the warranty period.
9. All system definition parameters and other unique information (data sets) used to operate the system or any associated sub-system included in this turnkey project shall be backed-up onto removable media on a weekly basis during the installation and warranty period by the Vendor at no cost to the County.
10. The removable storage media shall be turned over to the County for safe, off-site storage.
11. Back-up shall be designed to run in an unattended mode with no requirement to change storage media during the process.
12. Any notices either generated and circulated internally by the Vendor or received by the Vendor from the original Software Provider, alerting the Vendor to software problems found elsewhere, shall be passed onto the County within 30 days of receipt of such material.
13. All conditions above also apply to all firmware installed in any products included as part of this turnkey system.
14. The Proposer shall fully describe all other terms and conditions of warranty in the Proposal.

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B. Latent Defects:

1. The Vendor, at no cost to the Owner, shall correct latent design defects or recurring problems relating to software, hardware, or overall system design, for a period of 5 years after final system acceptance.
2. System malfunctions due to software shall be corrected at no cost to the Owner.

C. Extended Warranty Beyond First Year

1. Vendor shall propose extended warranty services on an annual basis for years two through five.
2. The extended warranty specified shall not deprive Owner of other rights Owner may have under other provisions of the Contract Documents and shall be in addition to, and run concurrent with, other warranties made by Vendor under requirements of the Contract Documents.
3. Vendor shall provide repair/return services for a period of 10 years from date of system acceptance.
4. Notification shall be given at least one year in advance of any change of status from products available from regular production to maintenance only.
5. Vendor shall fully describe all other terms and conditions of the extended warranty in the Proposal.
6. Proposer may also propose other optional extended warranties as part of the Proposal.

1.10 MAINTENANCE SERVICES

A. In-Warranty Maintenance

1. The local facility shall provide a telephone number that answers and responds 24 hours a day for service requests.
2. It is understood that In-Warranty Maintenance Services shall be performed 24 hours a day with no additional charges for work outside the normal 8AM to 5PM business hours.
3. The local facility shall provide prompt repair service (on-site within two hours, return to service in four hours for RDSCS-related failures) during the warranty period should a failure occur, local parts support as needed, and a direct route of access to the RDSCS manufacturer should further assistance be required.
4. If the failure is related to ancillary systems associated with the radio network, the vendor will perform due diligence to determine the origin of the failure and notify the appropriate personnel or agency responsible for repair of the failed subsystem. The vendor shall be required to test the RDSCS once the failed system or subsystem is repaired.
5. The Vendor shall provide for Owner/ Engineer written documentation indicating that all testing was completed and that all irregularities were corrected.
6. The manufacturer shall offer engineering and technical support to the user and/or its service agency to help resolve any operational or service problems that may occur. The manufacturer shall provide a 24-hour hotline telephone number for emergency technical support. The Vendor shall certify that this support will be available to the end user of the system and/or its chosen servicing agency.

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B. Post-Warranty Maintenance

1. The manufacturer shall offer a complete hardware and software onsite contract maintenance through a County certified and contracted communications maintenance provider / installer. The vendor shall provide pricing as follows:
 - a. 24 hour coverage with nominal response times
 - b. 24 hour coverage with two hours on-site and service restoration within four hours for RDCS-related failures.
 - c. Time and Material rate with nominal response times. This rate shall apply for additional services requested by the County outside the scope of this contract.
2. The local facility shall provide prompt repair service should a failure occur, local parts support as needed and a direct route of access to the RDCS manufacturer should further assistance be required.
3. The manufacturer shall offer engineering and technical support to the user and/or its service agency to help resolve any operational or service problems that may occur regardless of the level of service the County elects with its service provider. The manufacturer shall provide a 24-hour hotline telephone number for emergency technical support. The Vendor shall certify that this support will be available to the end user of the system and/or its chosen servicing agency. The vendor shall provide per-call pricing should this service not be covered by contract.

C. Additional Services

1. The manufacturer shall offer on-line system reprogramming services via modem to the user and/or its service agency, to implement changes or upgrades to the system, following installation. The manufacturer shall provide such services as needed, upon request, by appointment, during normal business hours.

1.11 SPARE PARTS

- A. Vendor shall submit all data for recommended spares package, which lists each recommended component and a description of its function.
- B. System assemblies and spare parts shall be available and supported by the manufacturer for no less than ten (10) years after Substantial Completion/Final Acceptance. These parts shall be available for direct purchase by the County, from the manufacturer, with shipment on an expedited basis 24 hours a day, 365 days a year including weekends and holidays. The manufacturer shall provide a 24-hour hotline telephone number for the handling of such orders.
- C. Notification shall be given in advance of one year of any change of status from products available from regular production to maintenance only (MO). The specific statement shall be provided with the bid response.

PART 2 - PRODUCTS

2.1 MANUFACTURERS

- A. Available Manufacturers: Subject to compliance with requirements, manufacturers offering products that may be incorporated into the Work include, but are not limited to, the following:

1. Avtec, Inc.
2. Catalyst
3. M/A COM Wireless
4. Moducom
5. Motorola
6. Orbacom
7. Positron
8. Zetron

2.2 GENERAL REQUIREMENTS AND FEATURES

- A. Radio Dispatch Console System (RDCS)

1. Initial and planned conventional radio dispatch channel control requirements are outlined in Appendix A. The RDCS shall support all initial radio dispatch requirements.
2. The RDCS shall be fully modular and based on a configuration which supports a large number of both local and remote operator positions.
3. The RDCS shall be comprised of one or more units of LCD graphic operator position equipment (OPE) and master control equipment (MCE).
4. The RDCS shall be able to monitor and transmit on all proposed and existing conventional repeaters, base stations, and receivers.
5. The RDCS shall be designed for high reliability with no single points of failure. Any RDCS position shall be able to back-up any other position with full features and functions.
6. New features and screen configurations shall be supported through software programming and not reconfiguration of hardware.
7. Capability to program, store, retrieve, and edit multiple, custom operator screens and configurations for each operator position shall be provided.
8. Operator screen configurations and alias database shall be stored on a centrally located server. All operator positions shall be linked in a LAN configuration, which allows the supervisors or system administrators to access and update all positions from the central location. Remote administrative control of the MDC1200 Alias Database is required.

- B. Operator Position Equipment (OPE)

1. OPE (Operator Position Equipment) shall be designed to be placed on modular workstation furniture, not part of this contract. Built in RDCS bays will not be used.

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2. The OPE shall be of an ergonomic design permitting ease of operation over extended periods, typically 8-12 hours for each operator.
3. Local and remote OPE shall be provided initially as outlined in Part 1
4. All connectivity and any special considerations needed to accommodate remote operator positions shall be detailed in the response.
5. To minimize operator confusion and the chance of mistakes being made, operators shall be able to perform all functions by looking only at the LCD screen of the RDCS. They will not be required to look away from the screen to a separate screen interface in order to perform a function.
6. The screen display shall be designed so that the number of items that will appear on the screen at one time shall be minimized, reducing the potential distractions to operators. However, all radio dispatch functions shall be operable from one screen display. Operators shall not be required to access another screen display in order to perform a radio dispatch function.
7. The screen display shall be very flexible, allowing authorized personnel to determine which functions are available at each operator position, which channels are available at each operator position, how these channels appear on the screen, and the names associated with channels, channel options, auxiliary outputs and auxiliary indicators.
8. OPE shall be capable of being configured, on a unit basis, for either single or dual headset operation for radio and telephony functions.
9. Optional desktop remote DTR will provide transmit/receive functionality from a supervisors office. The desktop remote will be capable of supporting a minimum of 4 wire-line tone remote inputs with desktop microphone, and simultaneous monitoring of all four wire-line inputs. Tone remote control of up to 4 frequencies per wire-line input is required.

2.3 CONVENTIONAL REQUIREMENTS

- A. The OPE shall be equipped with an instant transmit switch for each conventional repeater and/or base station.
- B. A control/indicator shall be provided to select the desired transmit and/or receive frequency via Tone remote control on all proposed and existing conventional repeaters and/or base stations.
- C. The RDCS shall be able to monitor and transmit on all proposed and all existing conventional repeaters, base stations, and receivers. A call indicator shall be provided for each conventional repeater controlled from the RDCS. If the channel is selected, the call indicator shall flash when audio is present.
- D. The RDCS shall have the capability to disable the coded squelch circuit on each conventional repeater in order to monitor the channel prior to transmitting.
- E. A control/indicator shall be provided to disable/enable the base station/repeater in-cabinet repeat capability via AUX I/O or Tone remote control on all proposed and existing conventional repeaters and/or base stations.

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- F. A control/indicator shall be provided which allows receive audio from a duplex base station or a voting comparator to be re-transmitted under operator control through the RDCS by use of AUX I/O.
- G. A control/indicator shall be provided to mute/unmute the audio from receiver #2 in a two receiver base station that is connected to the RDCS via a two-wire audio line.
- H. Each operator position shall be able to decrypt and monitor secure voice conversations through the wire line RDCS. If this is not possible, detail exactly how the dispatchers will be able to monitor these encrypted conversations and what capabilities will be lost vs. wire line connections.
- I. The RDCS shall have the capability to select multiple simulcast channels and/or conventional repeaters or base stations in order to transmit to more than one group of field radios. The dispatch operator shall have the capability to select channels for multiple channel simulcast, and pre-program simulcast set-ups to permit a one-button type selection for quick access.
- J. The RDCS shall have the capability to patch two or more conventional repeaters and/or base stations together so users may communicate directly.
- K. When a mobile or portable unit initiates an emergency alert, the RDCS shall provide an audible alert and display the ID of the calling unit. Buffalo Fire and Police require an MDC1200 acknowledgment from the console to silence the alerting field unit.
- L. Decoding of GE Star format shall be provided on all ECSO Sheriff Channels.
- M. Decoding of GE Star format shall be provided on all 12 channels identified as 6th Agency Add-On allocated channels.
- N. The RDCS shall be able to acoustically cross mute channels on an operator-by-operator basis in order to eliminate acoustic feedback between operators.
- O. It shall be possible to temporarily mute unselected channels. The unselected audio will un-mute automatically after a programmable preset time. Mute shall be 20 dB minimum.
- P. The capability to converse on the telephone using the same operator headset that is used for radio conversations shall be provided. A third auxiliary output shall be available for use in either a PA or intercom system. The telephone audio shall be provided on a separate instant recall recorder output, mixed, and balanced with the operator microphone audio.
- Q. Separate volume controls shall be provided to control radio volume and telephone volume to the headsets.
- R. An Alert Tone function shall be provided on screen that places a tone burst onto the selected resource(s) when pressed. The Alert Tone function shall support single tone, warble tone, and pulsed tone as a minimum.

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- S. The RDCS shall support interfaces to auxiliary switches and indicators for controlling external devices from the RDCS.
- T. The RDCS shall support Full Feature MDC1200 signaling.
- U. The RDCS shall provide 2 telephone line capacity for patching from the console to a radio channel.

2.4 OPTIONAL - TRUNKING REQUIREMENTS – OpenSky

- A. The RDCS shall be compatible with one or more brands of trunked radio systems. Future interface to the Pending State-wide M/A Com Open Sky system is required. The successful vendor will provide full Open Sky features.
- B. The RDCS shall directly interface with single and multi site trunked system controllers and shall allow interoperability between trunked and non trunked channels in the system.
- C. The RDCS shall be able to monitor and transmit on all proposed and existing trunked systems.
- D. The RDCS shall be equipped with an instant transmit switch for each talkgroup.
- E. In a trunked system with radio IDs, the PTT ID of the unit calling will appear in addition to a Call indicator. After the call is completed, the unit PTT ID will remain displayed until another call is received.
- F. In order to enhance dispatcher effectiveness in a PTT ID system, the various display modes available shall interact as follows:
 - 1. An operator shall be capable of setting up (and subsequently knocking down) an emergency call from the RDCS position. The operator shall be able to select the talkgroup in the trunked radio system that will receive emergency priority.
 - 2. Capability shall be provided to allow private communication between a RDCS operator and a radio user. Once the operator is involved in a private call on a specific resource, it shall not receive audio from another radio attempting to call on that same resource.
 - 3. Capability shall be provided which assigns priority to associated talk groups. The dispatcher shall have the choice between normal preset priority and tactical priority, with tactical being the second highest priority for a talkgroup in a system.
 - 4. In the cases of multi-talkgroup transmit or talkgroup patch, the use of more than one trunked repeater shall not be allowed; the talkgroups shall be merged onto a single repeater in order to conserve repeaters.
- G. It shall be possible to temporarily mute unselected talkgroups. The unselected audio will un-mute automatically after a programmable preset time. Mute shall be 20 dB minimum.
- H. The RDCS shall have the capability to patch two or more talkgroups together so users may communicate directly.

- I. If the dispatcher attempts to make a call on a trunked radio system connected to the RDCS and all trunked channels are busy, a visual and audible alert will be initiated at the RDCS.

2.5 PAGING REQUIREMENTS

- A. Specific Paging tones will be provided to the successful vendor.
- B. Paging capability shall be provided. The paging function shall be strictly tone and tone-and-voice paging (except call alert and voice selective call formats, which use digital signaling). Pages shall be capable of being sent on multiple channels simultaneously or sequentially, depending on RDCS programming / configuration.
- C. The RDCS shall support the following paging formats:
 - 1. Quick Call I
 - 2. Quick Call II
 - 3. DTMF
 - 4. MDC1200 selective call
 - 5. 2805 Pulse encoding
- D. A visible indication shall be given when each individual page ends. The paging tones shall be heard in the speaker for the channels which are sending the pages.
- E. A visible indication of a page which failed shall remain on the screen for a fixed period of time after the last page ends. Pressing the send button again during that time period shall re-send the failed pages.
- F. Pre-programmed pages and groups shall be created and modified using an alias database program
- G. Manual page shall be provided. One or more manual pages shall be able to be entered and then sent using the send button.
- H. Standard list page shall be provided. A dispatcher shall then be able to choose one or more pre-programmed pages and/or pre-programmed groups to send.
- I. Quick paging shall be provided. The quick page function shall support individual and group pages. An operator shall be able to immediately send a quick page with a single-button press. When the quick page function is activated, the channel and frequency shall automatically be selected based on specific pre-programmed information. Multiple pages shall be supported in a pre-programmed group page.
- J. Group Paging shall be provided. The operator shall be able to execute a frequently used sequential page via a one button-press sequence. Each Group Page may contain multiple pre-programmed pages. When a "group page" button is pressed, the RDCS will automatically send out the series of pre-programmed pages contained in the Group Page on the correct base station

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and frequency. The radio channel shall be held open for a voice message transmission on all of the selected base stations.

2.6 INSTANT RECALL RECORDER

- A. The RDCS shall be capable of two-channel instant recall providing a minimum of (30) minutes of instant recall recording per channel. A method of controlling an instant recall recorder shall be provided on the screen.

2.7 DIGITAL VOICE LOGGER OUTPUT

- A. Recording of all radio channels, excluding the Sheriff Scanners (see APPENDIX A), is required. The successful vendor will provide audio logger outputs, and will be provided on a separately marked telco block in the equipment room. The block shall be labeled, "logging recorder outputs".
- B. Recording of the selective audio from each operator position is required. The successful vendor will provide audio logger outputs provided on a separately marked telco block in the equipment room.

2.8 TELEPHONE INTERFACE

A. The CTI Vendor will provide keyboard arbitrator in order to minimize the number of devices at each console position. CTI and the radio console will share the same headset. CTI bidder is required to integrate at the headset jack and provide a distinguishing feature that will allow the users to switch back and forth from the radio to voice as needed without manual switching. The successful console vendor will be responsible for integrating with CTI vendor provided equipment.

B. Telephone Off-Hook: To integrate the headsets into the radio interface, The CTI Bidder's must provide a closed relay contact for a telephone "off-hook" condition. The relay contacts must be floating and not connected to ground or voltage/battery.

C. Transmit and Receive Audio: Audio switching shall be available to users via a single mouse click or keystroke. External transmit and receive headset connections are strongly discouraged. It is preferred that these volume controls should follow the agent based on log-on. Impedance and levels must be equal to a standard telephone headset, balanced, and free of hum, noise and cross talk.

D. User positions will be equipped with two (2) front panel headset jacks, by the CTI vendor, **for the telephone system only**. The telephone headset jack must accept a standard, 6- wire headset plug. Transmit and receive audio levels must not change in the active headset when the other headset is inserted or removed.

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2.9 OPERATOR POSITION EQUIPMENT (OPE)

A. General

1. Description

- a. All equipment supplied for use by the operators of the RDCS shall be constructed of high-quality, durable materials that will stand up to the 24-hour use environment of a dispatch center. Consumer-grade equipment shall not be acceptable to meet the requirements outlined in this document.

B. Display

1. Description

- a. 19" inch, flat panel, monitors shall be provided.
2. Minimum technical specifications
- a. 48 cm (19.0") TFT color LCD panel
 - b. Active Display Size (H x V) - 376 x 301 mm / 14.8 x 11.9"
 - c. Viewable Image Size- Diagonal: 481 mm / 19.0"
 - d. Native Resolution--1280 x 1024
 - e. Pixel Pitch - 0.294 x 0.294 mm
 - f. Viewing Angles (H, V)- 178°, 178° (at contrast ratio of 10:1)
 - g. Brightness- 250 cd/m²
 - h. Contrast Ratio-1000:1
 - i. Response Time- 25 ms (typical)

C. Keyboard and mouse

1. Description

- a. The OPE shall be equipped with a standard 101-key keyboard.
- b. The operator shall execute functions and operations by positioning a screen pointer (cursor) on the screen and pressing one of two buttons located on the mouse. The mouse shall be available in both left and right handed versions to accommodate operator preferences.

D. Microphone

1. Description

- a. STANDARD – A headset shall be utilized within the dispatch operation.
- b. STANDARD – A high quality cardioid pattern gooseneck microphone having a uniform frequency response and a minimum front-to-back discrimination of 15 dB shall be provided on a 9-inch flexible arm at each operator position.

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- c. OPTIONAL – A condenser microphone shall be provided at each operator position. This microphone shall be an integral part of the RDCS enclosure, thus eliminating microphone wire clutter on the desktop.

E. Headset Operation

1. Description

- a. Two headset jacks shall be provided at each operator position, which allows the operator to hear select audio via a headset and to allow the operator to respond via a microphone attached to the headset. This jack shall be compatible with 6 wire headsets. Inserting the headset plug into the headset jack shall automatically disconnect the RDCS microphone and select speaker and disable the acoustic feedback cross-muting features.
- b. Each headset jack box shall be equipped with a cable which connects the jack box to the RDCS. The length of this cable shall allow the jack box to be mounted in a logical location at the time of installation. The cable shall be long enough to provide the proper cable dressing upon installation.
- c. The capability to converse on the telephone using the same operator headset that is used for radio conversations shall be provided at each operator position. Connection to the jack-equipped (telephone) (Call Director) shall be provided. Registered couplers shall be provided if required. The telephone audio shall be provided on a separate instant recall recorder output.
- d. Types: Erie County currently uses a variety of standard-type telephone headsets. No change is anticipated. The system must permit use of standard telephone headsets available in the marketplace without modification to the headset jack or internal wiring. It should be noted that user console work space is at premium.

F. Footswitch

1. Description

- a. A footswitch shall be provided to permit the RDCS operator to key the selected talkgroup and to disable the coded squelch within the base station without the use of hands.
- b. In lieu of coded squelch disable, Buffalo Fire requires the “second pedal” to function as a Push-to-Talk PTT for the Fire House Overhead Voice Paging System.
- c. In lieu of coded squelch disable, Erie County E.M.S requires the “second pedal” to function as a Push-to-Talk, coded squelch disable is not required.

G. Audio unit

1. Description

- a. The desktop audio panel shall include a minimum of select and unselect speakers, system control buttons, audio level controls, and a VU meter.

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2. Technical specifications

a. Operator position audio unit shall include:

- 1) Speakers for monitoring select and unselect channels. Speaker outputs shall be rated at 1 Watt minimum at no more than 3 percent THD.
- 2) Individual volume controls for each speaker.
- 3) VU meter.
- 4) General transmit switch or bar.
- 5) Capabilities to connect up to 10 OPTIONAL monitor speakers.
- 6) Dynamic cardioid pattern gooseneck microphone providing a uniform audio response and minimum front to back ratio of 15dB with a minimum sensitivity of -65 dBV/Pa. Microphone sensitivity shall be -65 dBm maximum input for +11 dBm output.

H. Speakers

1. Each operator shall be equipped with a minimum of one select speaker and one unselect speaker.
2. All speakers shall be assignable. Any speaker shall be capable of being assigned to be used as a select, unselect, monitor, or dedicated speaker.
3. Additional speakers shall be supplied in individual enclosures.
4. Standard Pricing shall be provided with the minimum amount of speakers.
5. Separate line item pricing shall be provided to accommodate 10 dedicated speakers with individual volume control at each of 5 OPE positions.
6. Separate line item pricing shall be provided to accommodate 5 dedicated speakers with individual volume control at each of 4 OPE positions.

I. PC

1. Description

a. Operator position system processor units shall be based on present state of the art PC technology and meet the following minimum requirements. In the event that enhanced technology, exceeding the specifications below, is available for the same cost, the owner reserves the right to require the latest technology be supplied.

- 1) Use of standard hardware for workstation.
- 2) Use LCD monitor, mouse, and keyboard
- 3) Provide Graphical User Interface (GUI) using Microsoft Windows XP platforms.
- 4) Use Ethernet LAN client-server architecture for network access to RDCS configuration and operating information.
- 5) Support multiple Microsoft Windows XP compliant applications concurrent with RDCS applications such as CAD, mobile data, AVL, as well as general Windows applications such as word processing, etc.
- 6) Support multiple, concurrent, screen windows within the same or different applications.

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2. Minimum technical specifications

- 1) Pentium IV processor, 1.6 GHz.
- 2) Microsoft Windows XP operating system.
- 3) 256 MB RAM.
- 4) 20 GB Hard drive.
- 5) 48x CD-ROM.
- 6) 3.5 inch Floppy disk drive.
- 7) 32-64 MB AGP video card – DVI.
- 8) 2 button mouse
- 9) 10/100 Base T Ethernet network adapter.
- 10) 3 PCI slots.
- 11) PS/2 mouse port.
- 12) 101 Key Keyboard.
- 13) 2 USB ports

2.10 MASTER CONTROL EQUIPMENT (MCE)

A. General

1. The MCE shall contain the base station interfaces and receiver interfaces that are required to control the system.
2. It shall also contain the required phone patch interfaces, operator interfaces; Open Sky trunked system interfaces, signaling interfaces, power supplies, reference clock interface and any auxiliary input and/or output interfaces.
3. Either digital or analog switching architectures shall be acceptable under this specification provided that hum, noise, and cross-talk are at least 45 dB below the desired audio at full output.
4. All of the modules in the MCE shall be contained in EIA panel-mount chassis (card cages). The MCE shall be comprised of one or more card cages. Each card cage shall incorporate plug-in slots for the various module interfaces.
5. Future expansion shall be accommodated by adding more interfaces into available card cage slots and reprogramming or by adding card cages.

B. Racks

1. Description
 - a. The common electronics equipment shall be installed in one or more open rack(s) measuring 84"H x 21"W.

C. Power Supply

1. Description
 - a. A continuous duty power supply shall be provided for furnishing regulated low voltage to the MCE package. The regulator circuit shall incorporate an electronic

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circuit to protect RDCS equipment from excessive voltage should a malfunction occur. No human intervention shall be required. Short circuit current limiting shall be provided on each regulator circuit to protect the regulator circuit from accidental shorts and thereby prevent nuisance fuse blowing.

- b. Redundant power supplies shall be available in a hot standby mode such that, if one supply fails, its redundant backup shall take over.

2. Technical specifications

- a. The common electronics power supply shall meet or exceed the following:

- 1) Input Voltage 93 - 264 VAC @ 47-63 Hz
- 2) Input Current 7 Amps nominal at 115 VAC for redundant supplies
- 3) Temperature Range 0° to + 45°C
- 4) Regulation steady state output voltages will remain within ± 0.5 VDC over any combination of: rated AC Voltage range, rated AC frequency range, ambient temperature range, and warm up drift after 60 seconds warm up.

D. Local Operator Interface

1. Description

- a. Each OPE shall communicate to, and be supervised by, its own position interface card in the MCE.
- b. Within the same building, the RDCS shall be able to be located a maximum distance of 2000 feet (via cable and ground connections) from the MCE and operate without degradation.
- c. If a distance greater than 2000 feet is desired or OPE is to be remotely located in a different building, a remote interface shall be utilized for each remote OPE desired.
- d. The interface between the OPE and the MCE shall be a dedicated cable.

E. Remote Operator Interface

1. Description

- a. The MCE must be capable of supporting remote OPE beyond 2000 feet from the MCE. Bidder shall fully describe any additional equipment or requirements needed to implement this feature.
- b. The remote OPE interface shall provide full RDCS control at a remote OPE location. RDCS features such as full parallel status, selective intercom, RDCS speaker audio, and RDCS diagnostics shall be standard capabilities of the remote OPE interface.
- c. The system shall be capable of utilizing modems and leased lines (3002 grade), high-speed data networks, or microwave links to extend the separation of the OPE to the MCE without intrinsic limitations on distance.

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F. Conventional Base Station Interface

1. Description

- a. Each conventional base station interface shall incorporate all circuitry required to operate a remotely controlled base station. The conventional base station interface shall be capable of controlling base stations using industry standard tone remote control and E & M control.
- b. Input-output functions shall be provided as needed on each module. The identity of these functions shall be established by settings at the operator positions. Undefined I/O functions shall remain available for future use. If defined as an output function, a relay shall be provided to switch the load. If defined as an input, a buffer shall be provided to isolate the RDCS from transients.

2. Technical specifications

a. Transmit Line Outputs

- 1) Line Output: +11 dBm into 600 ohm line, adjustable
- 2) Line Output Impedance: 600 ohm or 10,000 ohm balanced
- 3) Tone Control: All standard tones and timing

b. Receiver Line Inputs

- 1) Receive Sensitivity: -25 dBm (selectable -35 or -40 dBm)
- 2) Call Light Sensitivity: -25 dBm (selectable -35 or -40 dBm)
- 3) Line Balance: 70 dB at 1000 Hz
- 4) Line Input Impedance: 600 ohm or 10,000 ohm balanced
- 5) Line Connection: 2, 4, or 6-Wire

- c. Capable of interface with Gaitronics Scanning Tone Remote Adapter.

G. Trunked Base Station Interface- Open Sky

1. Description

- a. Each trunked base station interface shall incorporate the circuitry required to operate a remotely controlled single transmitter, single receiver trunked repeater.
- b. The trunked base station interface shall accept data from the system's trunking controller. This data shall consist of current talkgroup and repeater assignments. Using this data, the RDCS's trunking module shall update the RDCS talkgroup control indicators.
- c. Input-output functions shall be provided as needed on each module. The identity of these functions shall be established by settings at the operator positions. Undefined I/O functions shall remain available for future use. If defined as an output function, a relay shall be provided to switch the load. If defined as an input, a buffer shall be provided to isolate the RDCS from transients.

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2. Technical specifications

a. Transmit Line Outputs

- 1) Line Output: +11 dBm into 600 ohm line, adjustable
- 2) Line Output Impedance: 600 ohm or 10,000 ohm balanced

b. Receiver Line Inputs

- 1) Receive Sensitivity: -25 dBm (selectable -35 or -40 dBm)
- 2) Call Light Sensitivity: -25 dBm (selectable -35 or -40 dBm)
- 3) Line Balance: 70 dB at 1000 Hz
- 4) Line Input Impedance: 600 ohm or 10,000 ohm balanced
- 5) Line Connection: 2 or 4 Wire

H. Logging Recorder Interface

1. Description

- I. Recording of all radio channels, excluding the Sheriff Scanners, is required. The successful vendor will provide audio logger outputs provided on a separately marked telco block in the equipment room.
- J. In addition to recording of all radio channels, recording of the selective audio from each operator position is required. The successful vendor will provide audio logger outputs provided on a separately marked telco block in the equipment room.

1. Technical specifications

- a. Interface Output: -10 dBm average voice
- b. Interface Impedance: 600-ohm balanced output nominal

K. Time Sync Input

1. Description

- a. The RDCS shall support clock synchronization
2. The following interfaces shall be supported:
 - a. IRIG B input from external source (1 to 4 Vpp Amp signal)
 - b. Spectracom NetClock, RS-232 interface, Format 0 or Format 1

L. Logging Printer and Alarm Indications

1. The detection of a malfunction shall be available at a serial-data system printer port that is connected to MCE package. The identity of modules which have been switched shall be logged on the printer. A special indicator on failed module(s) shall be illuminated.

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2. The printout of diagnostic and/or self-healing actions shall be generated only at the time of the occurrence and shall not reprint unnecessarily.
3. All RDCS operator positions shall be notified (both message and alarm notification) of any error(s)
4. The alarm notification shall consist of several tone bursts and abbreviated message on the RDCS operator position. A visual alarm will stay in the toggle on position until the alarm has been cleared.

PART 3 - EXECUTION

3.1 GENERAL INSTALLATION REQUIREMENTS

- A. Installation shall include delivery to the PSC site, unloading inside, setting in place, fastening to walls, floors, counters or to the structure of fixtures where required, internal wiring and connection of components to the system and all other work, whether or not expressly required herein which is necessary to result in a complete tested and operating system. This shall include the removal and/or relocation of any existing equipment to allow for the installation of new equipment.
- B. The Owner will provide electrical service to the point or points required by the Vendor and the Vendors shall determine proper cable lengths for the equipment to be installed. The Owner will identify which input circuits are radio and which are telephone.
- C. All cutting, patching, and finishing required in connection with the Vendor's installation shall be coordinated with the County Project Manager. A County contractor, respective to the nature of the repair, will be utilized so as to match the original conditions perfectly both as to material and workmanship shall do the repair of any damage caused by the console installation.
- D. Installation shall be performed by the Vendor's factory trained field engineer. No sub-contractor will be allowed without approval from the Owner.
- E. Installation shall be performed in accordance with the applicable standards, requirements and recommendations of the National Electrical code, IEEE and all local authorities having jurisdiction.

3.2 SPECIFIC INSTALLATION REQUIREMENTS

- A. Installation shall include a complete, tested, system to include placement of associated cabling, appropriate system layout and terminal connections. Contractor shall provide associated power supplies and any other hardware, adapters and or connections to deliver a complete operable system to the Owner at the time of acceptance.
- B. All installations shall be performed by factory authorized or Vendor affiliated service shops. Other shops or installers may be used upon mutual agreement between the customer and Vendor. Qualified, adequately trained personnel familiar with this type of work shall perform all installations. Vendors shall provide the names of the service shops, a summary of their experience and a list of five references (minimum) for each proposed shop.
- C. Prior to the start of the system installation the Contractor shall participate in a mandatory project site survey with the Owner or Owner's representative to confirm actual equipment location within each space. At that time the exact equipment locations will be determined and documented by the Contractor.

3.3 LABELING AND IDENTIFICATION

- A. All cables and connectors shall be clearly identified by number and function.
- B. Label :
 - 1. All Console Hardware
 - 2. Radio Channel Inputs
 - 3. Logging Channels
 - 4. Operation Position Numbers at the MCE

3.4 FIELD QUALITY CONTROL

- A. Installation monitoring and reporting
 - 1. The Vendor shall provide for Owner/ Engineer analysis written weekly reports of installation progress. The Owner/Engineer shall be permitted to monitor any activity associated with the implementation of the RDSCS.
- B. Inspection
 - 1. During the course of the project the communications Vendor shall maintain an adequate inspection system and shall perform such inspections to insure that the materials supplied and the work performed conform to Contract requirements.
- C. Pre-final testing
 - 1. The entire system, as well as all components and sub-systems shall be thoroughly tested and documented before being placed in service. No acceptance of the system will be made until all testing has been completed, reviewed and approved by the Owner or the Owner's Engineer.
 - 2. The Vendor shall submit test plans for each component and the overall system. Sample test plans will be submitted as part of the bid. However, specific detailed test plans shall be required to be submitted and approved after final system design is completed. The intent of this requirement is to ensure that all test plans will provide for the thorough exercise and documentation of functionality and performance as required by this document as well as other features or enhancements which may be proposed.
- D. Reports:
 - 1. The Vendor shall provide for Owner/ Engineer analysis written reports of tests and observations.
 - 2. The Vendor shall provide for Owner/ Engineer analysis printed test result documentation directly from the test equipment used, indicating that all testing was completed and that all irregularities were corrected and re-tested, prior to installation acceptance.
 - 3. The Vendor shall provide for Owner/ Engineer analysis records of defective materials, workmanship and unsatisfactory test results.

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4. The Vendor shall provide for Owner/ Engineer analysis records of repairs and adjustments.

3.5 CLEANING

- A. Clean equipment and devices internally and externally using methods and materials recommended by manufacturers, and repair damaged finishes.
- B. All clean up activity related to installation will be Vendor's responsibility and shall be completed daily before leaving the project site.

3.6 FINAL TESTING AND ACCEPTANCE

- A. Owner shall be given two weeks written notice that the system is ready for final acceptance testing.
- B. The Vendor shall provide all necessary technical personnel, and test equipment to conduct final testing.
- C. The Vendor shall remedy all variances or deficiencies in a timely manner and at the Vendor's sole expense.
- D. Final tests will be conducted using the complete and approved Final Acceptance Test Plan (FATP).
- E. The intent of the final acceptance tests is to demonstrate to the Owner that the system is complete and ready for commissioning and operation. Therefore, the Vendor is expected to perform preliminary execution of the FATP prior to final execution with the Owner.
- F. County appointed representative(s) shall conduct and/or witness execution of the FATP.
- G. Each section of the FATP will be sequentially executed, signed and dated by representatives of both the Contractor and the Owner and shall indicate the status of the section as either passed or failed.
- H. Failed tests will be documented, corrected, and retested. All defective components shall be replaced and re-tested. Defective components that cannot be corrected shall be replaced at the expense of the Vendor.
- I. Retest of the failed FATP section or the entire plan shall be at the Owner's sole discretion,
- J. The fully executed and completed FATP document shall be provided to the Owner.

3.7 TRAINING

- A. The successful Vendor shall develop and conduct Operational Training session(s) and Maintenance Training session(s) to allow the Owner's personnel to become knowledgeable with the system and the operation and maintenance of the equipment.
- B. The Operational Training shall be oriented to optimum use of the equipment, proper non-technical operation and care, and the characteristics of faulty operation.
- C. Operational Training shall include the function and operation of all controls. The instructor shall give operational demonstrations of all Vendor supplied equipment and shall permit "hands-on" operation of equipment by trainees.
- D. The Vendor will be required to provide operational training courses for **[three]** separate groups of at least **[nine]** personnel each who in turn will train the remainder of those people needing training. The Vendor will also be required to provide **[two]** videotaped copies of the operational training course.
- E. The successful vendor will be on-site during a 48 hour period during system cut-over.
- F. **Refresher training** will be provided prior to system cut-over for **[three]** separate groups of at least **[nine]** personnel each who in turn will train the remainder of those people needing training.

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3.8 PRICING

			<u>Cost</u>		
1	Standard Requirement		\$		
		With Exception	Yes	No	
		With T-1 Interface Exception	Yes	No	
2	Additional Operator Positions		<u>Cost</u>		
		Up to 11 additional positions	\$		Each
3	Dedicated Speakers		<u>Cost</u>		
		10 dedicated speakers at each of 5 OPE positions	\$		
		5 dedicated speakers at each of 4 OPE positions	\$		
4	Sixth Agency Add-On		<u>Cost</u>		
		(12) 4-wire channels			
		(30) Aux I/O for remote rx control			
		(5) Operator Dispatch Positions			
5	Optional Multi-Line Desktop Remote		<u>Cost</u>		
		Up to 8 units	\$		Each
			<u>Cost</u>		
6	Extended Warranty		<u>Year 2</u>		<u>Year 3</u>
			\$		\$
			<u>Year 4</u>		<u>Year 5</u>
			\$		\$

PLEASE LIST AND EXPLAIN ALL EXCEPTIONS

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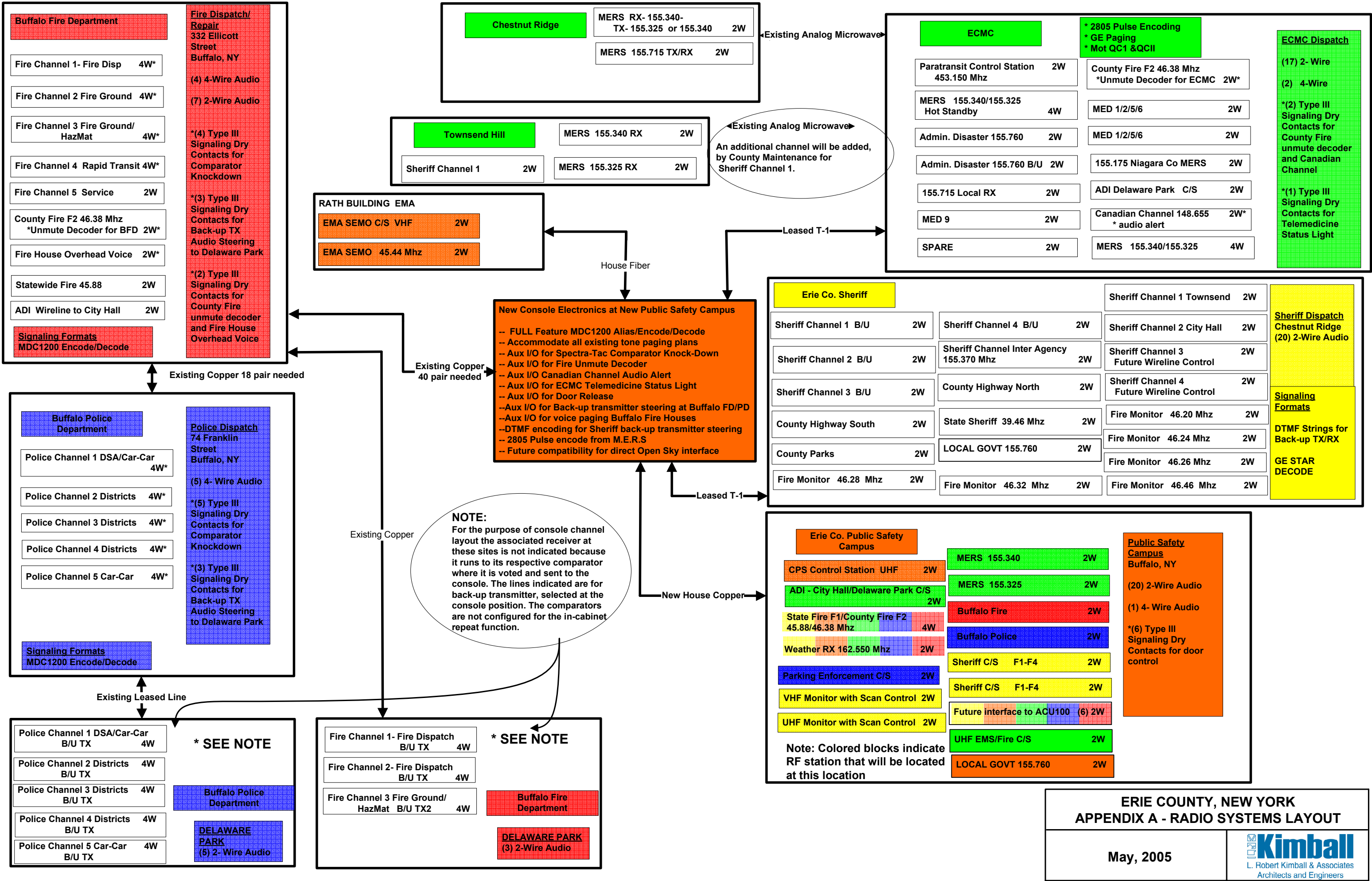
7	Post Warranty Pricing		<u>Cost</u>			
		24 hour coverage with nominal response times	\$			
		24 hour coverage with two hours on-site and service restoration within four hours for RDCS-related failures.	\$			
		Time and Material rate with nominal response times. This rate shall apply for additional services requested by the County outside the scope of this contract.	\$			
				Circle One		
8	Have you received and reviewed APPENDIX B of this RFP?		YES	NO		

PLEASE LIST AND EXPLAIN ALL EXCEPTIONS

END OF SECTION

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APPENDIX A - RADIO LAYOUT



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APPENDIX B - Erie County MBE/WBE Commitment

The Erie County Legislature enacted Local Law No. 5 requiring a minority and women-owned business utilization commitment by persons or firms contracting with the County of Erie for supplies, materials, equipment, and insurance.

Section 1.

The supplier of all purchase contracts involving an expenditure of more than \$15,000.00 shall take affirmative action to utilize bona fide minority business enterprises (MBE) and women business enterprises (WBE) on all contracts with the County. Affirmative action shall include, but not limited to:

Utilizing a source list of MBEs and WBEs; and

Solicitation of bids from MBEs and WBEs; and

Providing MBEs and WBEs sufficient time to submit proposals in response to solicitations; and

Maintaining records showing utilization of MBEs and/or WBEs specific efforts to identify and utilized these companies; and

A goal of awarding at least ten percent (10%) of the total dollar value of the contract to MBEs and at least two percent (2%) of the total dollar value of the contract to WBEs or, for those contracts governed by federal or state regulations with respect to MBE and/or WBE hiring the prevailing percentage set forth therein, whichever is higher, subject to waiver as provided below.

All bidders must submit, with a bid, a list of all MBEs and WBEs from whom the supplier has solicited bids, or with whom the supplier has signed a binding contractual agreement, or with whom the contractor is presently negotiating an agreement, for the purpose of meeting the MBE and WBE utilization goals provided in subdivision (A) (5) above. A supplier's bid shall not be considered where examination of said list of MBEs and WBEs evidences failure by the supplier to comply with the affirmative action requirements provided herein, except that the County may, upon written request by the supplier, grant a complete or partial waiver of the provisions of subdivision (A) (5) where the availability of MBEs and/or WBEs in the market area of the contract is less than the ten percent (10%) MBE goal and two percent (2%) WBE goal.

As evidence of compliance with the goals set forth in subdivision (A) (5) above, the supplier shall submit to the Director of Purchasing, at the bid opening, a schedule for MBE and WBE participation listing the MBEs and WBEs with whom the supplier intends to utilize; specifying the agreed upon price to be paid for such goods and identifying in detail the contract item or items to be supplied by each MBE and WBE. A copy of the participating schedule will be forwarded to the Division of E.E.O. from the Division of Purchasing. Contingent upon a contract award, a letter of intent to enter into a purchase agreement, signed by both the supplier and the MBE and WBE (unless a waiver is requested in one of those categories), indicating the agreed upon price and scope of work, shall be provided.

As evidence of compliance with the goals set forth in subdivision (A) (5) above, the supplier shall provide to the County Division of E.E.O., copies of all the subcontracts and/or purchase agreements with the MBEs and WBEs within fifteen (15) days of the contract award.

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For the purpose of this section, the term “minority business enterprise” shall mean a business which performs a commercially useful function, at least fifty-one percent (51%) of which is owned by minority

group members or, in the case of a publicly-owned business, at least fifty-one percent (51%) of all stock is owned by minority group members. Such ownership shall be certified by the County Division of E.E.O.

For the purposes of this paragraph, “minority group members” are citizens of the United States who are African-American, Hispanic, Asian-American, and American Indian.

For the purposes of this section, the term “women-owned business enterprise” shall mean a business which performs a commercially useful function, at least fifty-one percent (51%) of which is owned by a woman or women or, in the case of a publicly-owned business, at least fifty-one percent (51%) of all stock is owned by a woman or women. Such ownership shall be certified by the County Division of E.E.O.

Note:

It is the prime vendor’s responsibility to obtain MBE/WBE vendors and NOT the County of Erie. However, some vendors may be obtained from:

Jackie Stover, Director
Erie County Division of E.E.O.
95 Franklin Street
Room 1651
Buffalo, New York 14202
(716) 858-7542